



WEST VILLAGE

UCDAVIS

PARENT'S GUIDE

HERE ARE SOME FREQUENTLY ASKED QUESTIONS YOU MAY HAVE!

HOW DOES MY CHILD GET A REPAIR DONE IN THE APARTMENT?

THERE ARE MANY WAYS TO SUBMIT A WORK ORDER. THEY CAN VISIT OUR FRONT DESK, CALL IN THE WORK ORDER, OR SUBMIT ONE ONLINE VIA THEIR RESIDENT PORTAL.

IS WEST VILLAGE SAFE?

WEST VILLAGE EMPLOYS UC DAVIS AGGIE PATROL TO PROVIDE CURTOSY PATROL AT OUR COMMUNITY. WE ENCOURAGE YOU TO REACH OUT TO UC DAVIS POLICE TO GET THE STATSTICS ON CRIME AT UC DAVIS.

IS IT EASY TO GET TO SCHOOL?

WEST VILLAGE HAS OUR OWN V BUS LINE THAT TAKES YOU TO EITHER THE SILO OR THE MU. WE ALSO HAVE THE DAVIS BIKE PATH THAT TAKES YOU STRAIGHT TO CAMPUS.

WILL THEY BE DISTRACTED?

AT WEST VILLAGE, WE CATER TO OUR STUDENTS. WE HAVE A 24 HOUR STUDY LOUNGE AND COMPUTER LAB. WE HOST FINALS BREAKFASTS AND PROVIDE FREE FINAL MATERIALS. OUR QUIET HOURS, 24 GYM, AND WEEKLY RESIDENT EVENTS HELP KEEP THEM FOCUSED.

WHAT WILL MY CHILD DO IF THEY HAVE A PROBLEM WITH THEIR ROOMMATE.

WEST VILLAGE HAS A RESIDENT SERVICES TEAM THAT IS WILLING TO MEET WITH THE RESIDENTS TO HELP DISCUSS ISSUES THEY MAY HAVE. UC DAVIS ALSO OFFERS ROOMMATE MEDIATION THROUGH ITS STUDENT SUPPORT AND JUDICIAL AFFAIRS OFFICE. YOU CAN REACH THEM AT SJA@UCDAVIS.EDU

**IF YOU HAVE ANY OTHER QUESTIONS, REACH US AT
[WESTVILLAGE@GREYSTAR.COM!](mailto:WESTVILLAGE@GREYSTAR.COM)**

FAQS

WHAT TO BRING. WHAT TO LEAVE.

THE FOLLOWING IS A LIST OF ITEMS THAT WILL HELP MAKE YOUR STAY AT WEST VILLAGE MORE COMFORTABLE. THESE ITEMS ARE ONLY A SUGGESTION; PLEASE DO NOT FEEL YOU SHOULD INCUR ANY ADDITIONAL EXPENSE TO ACQUIRE ANY OF THESE ITEMS.

INDIVIDUAL

LINENS & PILLOWS
(SIZE QUEEN WILL FIT A
FULL XL)
TOWELS & HAMPER
LAUNDRY DETERGENT
TOILETRIES & TOILET PAPER
COMPUTER/PRINTER/DESK LAMP
SHOWER CURTAIN WITH HOOKS
CURTAINS WITH CURTAIN RODS
(MINI BLINDS INCLUDED)

AS A UNIT

POTS & PANS
DISHES/FLATWARE
BROOM & MOP
TRASH BAGS/TRASH CAN
COFFEE MAKER & TOASTER
CLEANING SUPPLIES
CURTAIN WITH CURTAIN RODS
(MINI BLINDS INCLUDED)

THINGS TO LEAVE AT HOME

MICROWAVE
(PROVIDED)
GAS GRILLS
FLAMMABLE/COMBUSTIBLE
MATERIALS
LOUD STEREO EQUIPMENT
MINI FRIDGES

WHAT COMES IN MY UNIT?

COMMON AREA

SOFA
DINING TABLE AND 4 CHAIRS
4 BAR STOOLS
COFFEE TABLE
END TABLE
43" TV AND CONSOLE
WASHER & DRYER

BEDROOM

FULL XL SIZED BED
(FULL IN DOUBLE UPS)
4 DRAWER DRESSER
COMPUTER DESK
DESK CHAIR
NIGHT STAND
(NOT IN DOUBLE UP)

KITCHEN

REFRIGERATOR, FREEZER, ICE
MAKER
DISHWASHER & GARBAGE
DISPOSAL
ELECTRIC RANGE & STOVE
MICROWAVE

UNIT CONDITION FORM

AT MOVE IN YOU WILL RECEIVE A UNIT CONDITION FORM. PLEASE FILL THIS FORM OUT IN GREAT DETAIL WITHIN 48 HOURS OF MOVING IN. TURN IN THIS FORM AT THE FRONT DESK. AT THE END OF YOUR LEASE TERM YOU WILL BE CHARGED FOR ANY DAMAGES THAT ARE NOT LISTED ON THE FORM. IF YOU DO NOT SUBMIT A CONDITION FORM, IT WILL BE ASSUMED THAT YOUR UNIT WAS IN PERFECT CONDITION UPON MOVE IN AND YOU WILL BE HELD RESPONSIBLE FOR ALL DAMAGES FOUND UPON YOUR MOVE OUT. IF YOU ENCOUNTER ANY MAINTENANCE ISSUES, SIMPLY PUT IN YOUR REQUEST THROUGH YOUR RESIDENT PORTAL.

INTERNET



ALL RESIDENTS ARE REQUIRED TO CREATE AN ACCOUNT BEFORE USING THE INTERNET. THIS ACCOUNT WILL ALLOW YOU TO MANAGE THE DEVICES THAT CAN ACCESS THE INTERNET WHILE KEEPING YOU CONNECTED TO THE PROPERTY NETWORK.

HOW TO SETUP YOUR ACCOUNT:

- CONNECT YOUR COMPUTER DIRECTLY TO THE WALL OR YOUR WIRELESS WITH THE SSID "YOUR PROPERTY'S NAME-WIFI" AND THEN OPEN YOUR WEB BROWSER. YOU WILL BE DIRECTED TO THE WELCOME PAGE.
- CLICK ON "CLICK HERE TO READ THE AUP." READ THE ACCEPTABLE USER POLICY. THEN ACKNOWLEDGE THE AUP BY CLICKING "I AGREE."
- YOU WILL THEN BE ROUTED TO A LOGIN PAGE. CLICK THE "NEW ACCOUNT" BUTTON TO CREATE YOUR ACCOUNT. ENTER THE REQUIRED INFORMATION AND HIT "SAVE." SEE - SUPER EASY!
- WEST VILLAGE DOES NOT ALLOW THE USE OF THIRD PARTY ROUTERS. ROGUE ROUTERS SLOW DOWN AND INTERFERE WITH COMMUNITY PROVIDED INTERNET.

IN ORDER TO BEST HELP YOU PLEASE HAVE THE FOLLOWING INFORMATION READY FOR THE SUPPORT GURU WHO ANSWERS YOUR CALL.

- YOUR FIRST AND LAST NAME
- NAME OF THE PROPERTY WHERE YOU LIVE
- YOUR UNIT NUMBER
- THE PROBLEM YOU'RE HAVING WITH THE INTERNET
- HAVE TICKET NUMBER READY FOR EXISTING ISSUE

TROUBLESHOOTING TIPS (I CAN'T ACCESS THE INTERNET OR WELCOME PAGE TO SET UP MY ACCOUNT!)

- CLEAR COOKIES/CACHE AND RESTART THE BROWSER
- CHECK IF YOU HAVE A PROXY CONFIGURED
- VERIFY THAT YOU DON'T HAVE A STATIC IP/DNS CONFIGURATION
- SEE IF YOU CAN CONNECT USING A DIFFERENT COMPUTER, CABLE, OR WALL JACK
- IF YOU ARE USING WIRELESS, MAKE SURE YOU ARE CONNECTED TO THE RIGHT NETWORK
- IF YOU AREN'T WIRELESS, USE THE ETHERNET PORT LOCATED IN EVERY ROOM.

CONTACT HELPDESK SUPPORT AT 1-800-379-3729

CALL THE KORCETT SUPPORT NUMBER AND NOT YOUR APARTMENT COMPLEX'S FRONT DESK.

YOUR APARTMENT STAFF WILL NOT BE ABLE TO HELP YOU TROUBLESHOOT.

CABLE



WEST VILLAGE DOES NOT PROVIDE CABLE TELEVISION. THERE ARE A CABLE HOOKUP IN THE LIVING ROOM OF EVERY APARTMENT. YOU CAN CONTACT COMCAST TO SET UP AN ACCOUNT.

CONTACT COMCAST AT 1-800-934-6489

INTERNET & CABLE

RENT IS **ALWAYS DUE ON THE FIRST OF THE MONTH**. IF YOU HAVE ANY QUESTIONS REGARDING YOUR RENT, PLEASE STOP BY THE OFFICE TO SEE OUR COMMUNITY ACCOUNTANT, EMAIL WESTVILLAGE@GREYSTAR.COM, OR CALL US AT THE OFFICE DURING BUSINESS HOURS. IT IS YOUR RESPONSIBILITY TO ENSURE THAT YOUR RENT IS PAID BEFORE LEAVING FOR VACATION OR HOLIDAYS.

RENT INSTALLMENT PAYMENT OPTIONS

BEST!!!

ONLINE BANKING - BILL PAY

YOU CAN SET UP YOUR BANKING INFORMATION THROUGH YOUR RESIDENT PORTAL AND PAY DIRECTLY THROUGH YOUR BANK ACCOUNT. IT IS FREE TO UTILIZE THIS OPTION, ALL YOU NEED IS YOUR ROUTING AND ACCOUNT NUMBER.

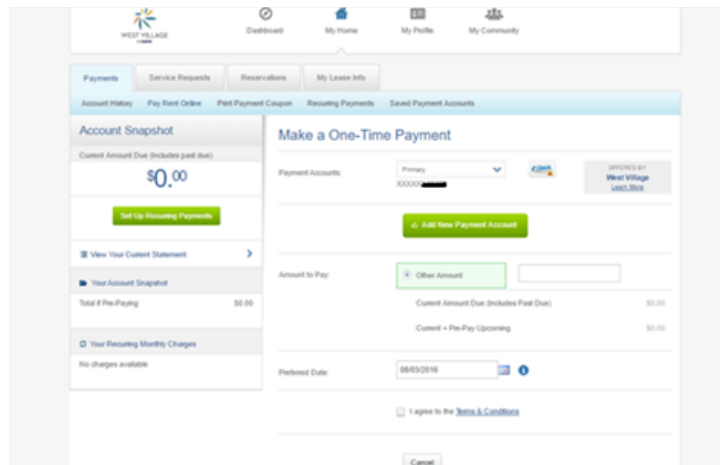
IT'S FREE, RECURRING, & HANDS OFF!

WEST VILLAGE DOES NOT MANAGE RESIDENT PORTALS. THEREFORE WE DO NOT HAVE ACCESS TO CANCEL OR ADJUST A PAYMENT OPTION.

PAYING BY DEBIT OR CREDIT CARD

BETTER

IF YOU WOULD LIKE TO USE A DEBIT CARD / CREDIT CARD, PLEASE VISIT YOUR RESIDENT PORTAL AT UCDAVISWESTVILLAGE.COM. THIS PAYMENT WEBSITE IS AVAILABLE 24 HOURS A DAY. YOU CAN ALSO ACCESS THIS SITE FROM YOUR SMARTPHONE OR TABLET. RESIDENTS PAYING WITH A DEBIT CARD / CREDIT CARD WILL BE CHARGED A SERVICE FEE OF \$24.95 AT THE TIME OF PAYMENT PROCESSING.



GOOD

PAYING BY CHECK OR MONEY ORDER

WE ACCEPT CHECKS AND MONEY ORDERS IN THE OFFICE OR THROUGH THE MAIL. PLEASE MAKE SURE YOUR NAME, APARTMENT NUMBER, AND BEDROOM LETTER ARE CLEARLY MARKED ON YOUR CHECK OR MONEY ORDER. **PAYMENTS SHOULD BE MADE OUT TO WEST VILLAGE.**

YOU MUST PAY SEPTEMBER RENT INSTALLMENT WITH A MONEY ORDER/CASHIERS CHECK!

LATE FEE POLICY

A LATE FEE OF UP TO \$75 WILL BE ASSESSED TO ANY UNPAID BALANCE **ON THE 6TH OF EACH MONTH**. LATE FEES WILL BE STRICTLY ENFORCED.

WELCOME TO



WEST VILLAGE

UCDAVIS

MOVE IN DAY & TIMES:

IN AN EFFORT TO MAKE YOUR MOVE IN EXPERIENCE EASIER, WE HAVE STAGGERED MOVE IN TIMES.
PLEASE SEE YOUR FIRST PAGE OF YOUR MOVE IN EMAIL FOR YOUR ASSIGNED TIME.

THE LEASING OFFICE WILL CLOSE AT 5:00 PM SHARP.

MOVE IN DAY PARKING:

TO MAKE MOVING AS EASY AS POSSIBLE, PLEASE PARK IN ANY DESIGNATED 2 HOUR PARKING SPACES
AND KINDLY MONITOR YOUR VEHICLE TO BE MINDFUL OF OTHER MOVERS. MANY PEOPLE WILL BE MOVING
IN THE SAME DAY AS YOU AND VEHICULAR TRAFFIC MAY BE CONGESTED.

DO NOT PARK IN A RESIDENT'S ASSIGNED SPACE! THESE NUMBERED SPOTS ARE RESERVED FOR A
SPECIFIC INDIVIDUAL AND YOU MAY BE PREVENTING THEM FROM PARKING AND PUTTING YOURSELF AT
RISK FOR TOWING.

MOVING TRUCKS, SUCH AS U-HAUL, ARE NOT ALLOWED TO PARK OVERNIGHT IN THE PROPERTY.

MOVE IN DAY TRASH:

THERE WILL BE DUMPSTERS ON SITE FOR YOUR NEEDS. PLEASE FEEL FREE TO DISPOSE OF OUR TRASH IN
THE DUMPSTERS PROVIDED, AND NOT IN THE PARKING LOT, BREEZEWAYS, OR AMENITY AREAS.

QUESTIONS & CONCERNS:

IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING YOUR MOVE IN DAY,
PLEASE EMAIL THE LEASING MANAGER, OLIVIA MOLLER AT
OMOLLER@GREYSTAR.COM

MOVE IN DAY!

WHAT TO BRING TO MOVE IN DAY

WANT TO EXPEDITE YOUR MOVE IN DAY
PROCESS? MAKE SURE YOU HAVE ALL THE ITEMS
BELOW COMPLETED PRIOR TO MOVE IN DAY!

- lease contract completed
- bed space addendum signed
- guarantor completed
- deposits paid
- 1st installment paid (cashiers check/
money order)

**DON'T FORGET
A PHOTO ID!**



WELCOME
Home!

- WEST VILLAGE TEAM